



Aussie Pet Mobile Greater Memphis & West TN Company Policies and Pet Release Form

We love our customers, and we love what we do—groom pets! Pet grooming is a challenging yet fulfilling job. To have good communication, and reasonable expectations for each other, please read the following information and sign our pet release before your appointment. We encourage asking our office or groomers any questions that you might have about our policies and procedures so that you are 100% comfortable before accepting the terms.

Company Policies

1. When it comes to your pet, our main priority is safety and comfort; we will not perform a groom on your pet if it will cause your pet any pain or any level of stress that we think is excessive.
2. We will never force your pet to endure a grooming step that the pet thinks is too frightening.
3. Extra – Long nails may not be able to be shortened to your desired length without clipping into the quick.
4. Senior pets will be groomed for cleanliness and comfort and not so much for aesthetics, as to not stress your pet unnecessarily. Your groomer reserves the right to decline grooms for large senior breeds that cannot stand or walk to the van on their own and a \$50 trip fee will be charged.
5. Skin, eyes and ears: We cannot be held liable for skin, eye, or ear irritations that can occur due to shampoo sensitivity or underlying/emerging conditions. Our shampoos are professional grade high quality PH Balanced, environmentally friendly, and non-toxic. **Eyes:** Despite using care while trimming hair around the eyes, eye irritation can occur if a hair particle enters the eye; pets may scratch at their eyes with their feet and create further irritation. We cannot be responsible for this type of self-inflicted injury. **Ears:** We clean ears with professional pet earcleaner. This can reveal underlying ear infections; we cannot be responsible for existing or emerging health issues.
6. Drying a pet may be hindered by the pet's inability to remain standing during the drying process or the pet's adverse reaction to our dryer.
7. We have found that in most cases, it is better that you are not in the van while our groomer is working. If there is an extreme circumstance, the groomer may call on you for assistance.
8. Tipping your groomer is appreciated but at your discretion.
9. Please note that the time listed as the "appointment time" is not a promised time of arrival, but rather a best guess of arrival time based on the day's appointments. Traffic and actual length of appointments before yours may cause your groomer to arrive later or earlier than our estimation. We will communicate with texts on appointment day to keep you updated if we are going to be +/- 10 minutes of the estimated time. Occasionally, our groomers may run earlier than 10 minutes and will reach out for your approval.
10. We are not responsible for damages if fluids drip onto your driveway, or for hair/fur that may escape when the van door is opened.
11. We do not refund groom fees. If you are not happy with your pet's groom, please let us know within 48 hours and allow us to "make it right". By signing this form, you agree to this process of resolution.
12. We reserve the right to refuse service if your pet is aggressive or if you behave badly. A \$50 trip fee is required.
13. Initial quotes are estimates only, fees may be adjusted at the appointment once we meet your pet or if inaccurate information was provided at intake. Prices are subject to change.
14. Cancellations: A credit card on file is now required for all clients. To avoid gaps in our Groomers schedules, we require confirmation of your appointment at least 48 hours in advance, as our Groomers are highly dependent on you to keep your appointment. Cancellations within 24 hours of your appointment will result in an automatic \$50 cancellation charge to the credit card on file. Cancellations on the same day or no-shows will result in an automatic full appointment cost to the credit card on file.
15. If we show up for an appointment and you are unable to find/gather your pet, a \$50 trip fee will be charged.
16. If your groomer discovers fleas or ticks during the groom, your pet will immediately be given a flea and tick bath and you will be charged and additional \$25 per bath plus a \$25 van flea bomb fee, as it will take our van out of commission for the remainder of the day. Please understand these charges are in addition to the 15 Step Spa groom and any other services provided.

17. As stated in our Matted Pet Philosophy and Procedure, heavily matted pets are a health crisis. Please be sure to fully read our Matted Pet Philosophy and Procedure which can be found by visiting our website's FAQ and Policies section <https://petgroomingmemphis.com/faq-and-policies/>. By signing this form, you are agreeing to those policies and procedures.
18. There are extra charges if matting is significant (\$15 – \$75). If you or the groomer decides not to proceed with the groom, a \$50 trip fee is required.
19. If your groomer recommends a shave down and you refuse, your groomer will decline the groom, and you will be charged a trip fee of \$50.
20. You are responsible for all required pet vaccinations, and you assume all risks and consequences that might result if your pet is not fully vaccinated.
21. For payment, we accept cash, checks made out to Aussie Pet Mobile, and all major credit cards.
22. Rejected/returned payments or failure to pay all charges due will result in a \$25.00 additional fee in addition to any financial institution fees.
23. We will never share, sell, or distribute your personal information to anyone.
24. Our groomers may take pictures and/or videos of the pets that they groom, and sometimes those are posted on social media accounts. We may use your pet's name in conjunction with these photos and or videos.

We know this is a lot of information and may raise questions. Further clarification can be obtained by asking your groomer, calling our office at 901-255-2812 or by logging on to <https://petgroomingmemphis.com/>.

Our goal is to build a long-term relationship with you and your pet(s), so we want to start off on the right foot. Thank you so much for trusting the Aussie Pet Mobile® Greater Memphis & West TN Team with your beloved pet!

Pet Release Form

In order to induce Aussie Pet Mobile® Greater Memphis & West TN to accept your appointment and to groom your pet, you hereby agree, certify and acknowledge the following:

1. I am the owner and/or caregiver of each pet being groomed, and I have read, understood, and agree with the Company Policies printed above.
2. I understand that I am liable for all damages to people or property that are caused by my pet including, but not limited to, any medical expenses incurred by Aussie Pet Mobile® Greater Memphis & West TN, its owners, employees, independent contractors, and representatives as a result thereof.
3. If my pet develops any medical problems while my pet is in the care of Aussie Pet Mobile® Greater Memphis & West TN, I authorize Aussie Pet Mobile® Greater Memphis & West TN to do whatever is necessary in its sole discretion for the safety, health, and well-being of my pet. Further, I assume full financial responsibility for all expenses incurred by Aussie Pet Mobile® Greater Memphis & West TN on behalf of my pet.
4. I expressly waive and relinquish any and all claims, damages, causes of actions and liabilities against Aussie Pet Mobile® Greater Memphis & West TN, its owners, employees, independent contractors and representatives, including, without limitation, relating to accidents, parasites, medical problems or other conditions of my pet that may be uncovered while the grooming service is being performed, except in each such case arising solely and directly from negligence on the part of Aussie Pet Mobile® Greater Memphis & West TN in connection with its grooming services provided to my pet.
5. I understand that under no circumstances will Aussie Pet Mobile® Greater Memphis & West TN be liable for punitive or consequential damages in connection with the services provided by Aussie Pet Mobile® Greater Memphis & West TN.

RELEASE

I have read and accept this release for the groom today and for all future grooming appointments. I agree to pay the full amount due for services rendered at the completion of the service. If you would like a copy of this release for your records, please ask.

NAME: _____

SIGNED: _____

DATED: _____